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ABSTRACT

Information for employers concerning the Affirmative Action Program and the hiring of handicapped workers is presented in this resource guide. The guide is designed in the style of a listing of helpful hints and in question-and-answer form. Topics discussed include finding qualified handicapped workers, enlisting the aid of present employees, interviewing methods, accessibility of buildings to the handicapped, ways to utilize handicapped workers, worksite modifications, and transferring or firing a handicapped worker. The question-and-answer section is based on issues raised by corporate Equal Employment Opportunity officials. The appendexes include tax considerations in employment of the handicapped, tax credit for employers of handicapped workers, and addresses of vocational rehabilitation agencies. (CT)

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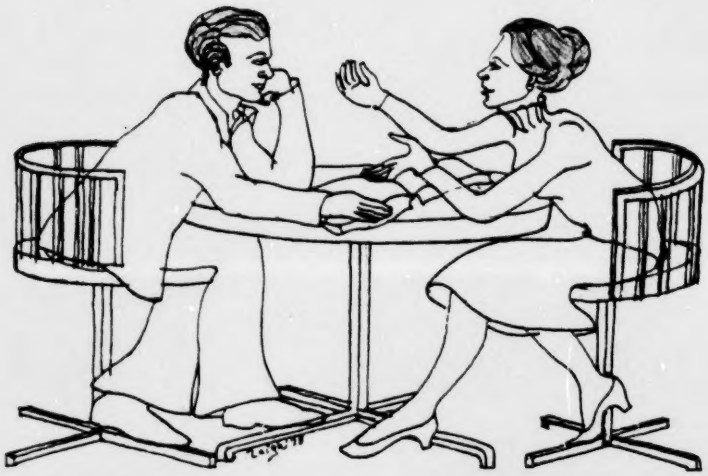
AFFIRMATIVE ACTION/VOCATIONAL REHABILITATION

and Employment of the Handicapped

"WHAT'S IN IT FOR ME?"

RESOURCE GUIDE FOR EMPLOYERS



EMPLOYER COUNSELOR

HOW CAN YOUR STATE VOCATIONAL REHABILITATION AGENCY HELP YOU WITH YOUR AFFIRMATIVE ACTION PROGRAM FOR EMPLOYMENT OF QUALIFIED HANDICAPPED WORKERS?

U.S. DEPARTMENT OF HEALTH EDUCATION & WELFARE NATIONAL INSTITUTE OF EDUCATION

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where

how

what

WHAT DO I NEED TO SUPPORT MY CORPORATE AFFIRMATIVE ACTION PROGRAM? ? ?

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happens if I have to transfer or fire a handicapped worker? P. 11

Section 503 of the Rehabilitation Act of 1973 represents obligations for employers receiving Federal contracts in excess of $2,500 per year.

State Vocational Rehabilitation Agencies throughout the country offer a multitude of cost free services to assist industry's affirmative action efforts in employment of qualified handicapped individuals.

As a result of a cooperative effort with State VR, you will be able to more effectively:

1. Recruit qualified handicapped workers.
2. Interview, place and promote handicapped workers.

3. Determine the most cost beneficial approaches to barrier removal and job accommodations.

4. Train your managers and supervisors to effectively work with handicapped individuals for maximum productivity.

Although the following narrative deals solely with the services available from State VR, it is important to note there are many other agencies within each state involved with recruiting and employing handicapped individuals. These organizations include: Division of Employment Security, Veterans Administration and private rehabilitation agencies such as Goodwill Industries, Jewish Vocational Service, etc. State VR agencies have various types of cooperative arrangements with these other organizations.

IN THE BEGINNING . . .

Under contract with the Rehabilitation Services Administration, Office of Human Development Services, Department of Health, Education and Welfare, HAROLD RUSSELL ASSOCIATES, INC., conducted a series of Workshops concerning Section 503 of the Rehabilitation Act of 1973, and Section 402 of the Vietnam Era and Veterans Readjustment Assistance Act of 1974, which mandates listing appropriate job vacancies with the State Employment Service (SES). These Workshops brought EEO/Personnel Managers and key officials from some of the nation's largest corporations together with Federal, State and private vocational rehabilitation (VR) professionals from across the country.

In small group, head-to-head discussions, State VR services were explained in detail. Industrial representatives shared their needs and concerns and discussed the restrictions imposed by Section 503 Regulations regarding interviewing and employing handicapped workers. In addition, key issues in affirmative action were addressed. Some of the most frequently raised issues are discussed starting on Page 12. The result was increased understanding of VR programs as well as the creation of plans for future cooperation.

In addition to an evaluation questionnaire distributed at the Workshops, a mailing was sent to over 450 diverse corporations across the country which inquired into the company's needs for service from VR.

To round out the picture, information was requested from all State VR agencies inquiring about their programs and experiences with industry. In Workshops and throughout the project, HAROLD RUSSELL ASSOCIATES staff held many informal conversations with both VR and industrial professionals. A clear picture emerged of industry's needs and the ways in which VR agencies can help to meet those needs.

WHAT IF ? ? ?

A Lawyer walked into your office and offered you vitally needed legal services at no cost . . .

What would you say ? ? ?

Most likely, after you'd recovered from the initial shock, you'd welcome him and gladly capitalize on his offer!

Similarly, your State VR agency offers you an opportunity to capitalize on an invaluable, free affirmative action resource!!

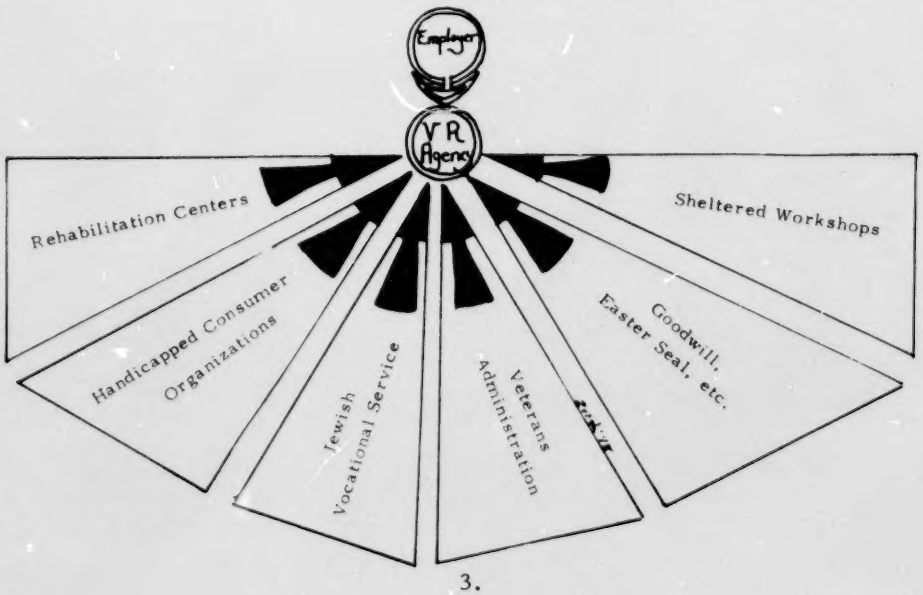
WHAT IS A VR AGENCY ? ? ?

A VR agency evaluates disabled individuals and provides services such as training, placement assistance and post-placement support. It is funded 80% by the Federal Government and 20% by the State.

State VR agencies exist in all states and territories to rehabilitate individuals with physical or mental handicaps. In some states there is a separate VR agency which serves blind and visually impaired people.

VR agencies work in conjunction with many private, state and local agencies, community and consumer organizations and other organizations directly or indirectly involved with handicapped individuals. Thus, VR agencies are a focal point for many diverse organizations. ONE call can inform you of available services throughout your area . . .

VR knows where the action is!



3.

One of the key people within a VR agency is the REHABILITATION COUNSELOR, who works closely with the disabled individual throughout the ENTIRE rehabilitation process.

The counselor and the disabled individual (client) work jointly to develop a personalized rehabilitation program . . .

The goal of which is to achieve gainful employment for the client.

CAN VR OFFER MORE THAN PERSONNEL REFERRALS?

VR's numerous services are an excellent and unique resource for employers. State VR agencies may have specialists, or can refer you to specialists, in such areas as:

- architectural barrier removal
- job analysis
- worksite modification
- management and supervisory training
- program development regarding employment of handicapped workers.

They can assist with:

- safety problems
- job accommodations
- adaptive devices
- interviewing techniques
- background on clients
- supervisor and co-worker awareness
- work adjustment and promotion, transfers and layoffs

VR can show you many creative and inexpensive approaches to the above. They can assist in the achievement of maximum worker productivity at minimum effort and expense to you!

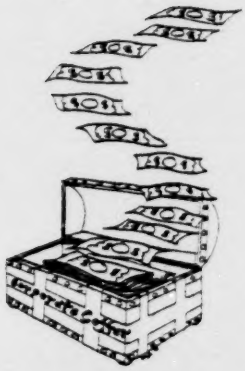
The basic intent and purpose of State VR agencies is the same throughout the United States:

to offer the services necessary

to help handicapped individuals

achieve the goal of becoming

QUALIFIED WORKERS



WHAT CAN A STATE VR AGENCY DO FOR ME?

Serve as a unique affirmative action resource to all employers.

Industry and VR share a common interest: employment of qualified handicapped workers. Selective placement is the key to productive employment. This involves carefully matching the abilities of the applicant to the nature and setting of the position. VR can help you to create a profitable selective placement effort.

WHAT MAKES VR SUCH A UNIQUE RESOURCE?

VR addresses all the necessary services to achieve maximum functional capacity for the client and return the client to as normal a life as possible.

VR agencies provide services to individuals with a wide variety of handicapping conditions: disabilities resulting from accidents, disease, injury in employment, birth defects, as well as individuals who are mentally handicapped and those who are classified as alcoholics or drug abusers.

It is important to note the VR counselor and the disabled individual work together to design and implement a "personalized" rehabilitation program which best suits the needs of the individual.

In the case of an injured employee, the counselor begins as quickly as possible to work with the individual from injury through to final employment.

Good Preparation

Before appearing for an interview with your company, the client will have completed a thorough and professional rehabilitation program which may include:

- Medical evaluation
- Vocational evaluation and testing
- Medical rehabilitation
- Goal-oriented vocational training
- Counseling and guidance
- Assistance with personal and social adjustment

Good Training

Where needed, agencies provide clients with an individualized vocational training program which includes any additional education to become proficient in their chosen vocation. In addition, they will be glad to work with your company in a cooperative on-the-job training effort which will prepare clients for specific positions within YOUR organization.

Good Referral

You can talk with the counselor throughout the ENTIRE employment process. You'll know the employee you're choosing - - knowledge, skills and abilities, relevant training and background. Cooperative efforts can be formed with VR to identify job trends for YOUR needs.

Good Support

Your VR agency will help during selection, placement and advancement in employment. It can provide:

assistance in interview techniques
assistance during the interview process
consultation on worksite modifications
advice on modifying job descriptions
suggestions for adaptive devices
assistance with safety procedures
consultation regarding promotions, transfers and layoffs

Good Management Development

VR can work with your company to develop training and awareness programs for managers, supervisors and co-workers to create a positive approach to working with handicapped individuals This enhances the ability of a worker to function at maximum effectiveness.

A PROFITABLE VENTURE

Remember . . . forming a joint venture with VR can be profitable, and profit is the bottom line!

Selective placement = productive and safe workers
= increased profits

Tax credits exist for employers of handicapped individuals referred by VR agencies (see Appendix A for details).

Tax deductions are allowed for the removal of architectural barriers (see Appendix B for details).

Working with VR shows your company's good faith efforts in complying with Section 503. It also actively and visibly demonstrates your company's committment to social and community concerns.

VR CAN HELP!

Several areas of concern have been consistently raised by corporate managers throughout the country. These managers clearly expressed an interest in five major areas in implementing affirmative action for handicapped workers. Once a worker has been hired and accommodations made, areas such as follow-up, career planning and issues related to transfer or promotion are regarded by some managers as their responsibility. The development of policy and sound practices is also considered the responsibility of management. VR can assist in these areas as needed.

The most important areas of concern are listed below and discussed on the following pages in order of priority:

1. Finding qualified workers.
2. Accommodations - architectural, job and worksite.
3. Interviewing Handicapped Applicants.
4. Management and Supervisor Awareness.
5. Work Adjustment, Layoffs, promotions and transfers.

WHERE DO I FIND QUALIFIED WORKERS?

In certain occupations, there is a shortage of trained, qualified workers, including handicapped individuals.

State VR Can:

1. Help develop vocational training programs to prepare clients for jobs with high turnover or positions which are difficult to fill.
2. Work with private agencies, consumer groups and community organizations to identify and refer qualified workers.
3. Arrange short-term trial placements for clients to determine if they have the knowledge, skills and abilities for the job.
4. Work with your company to arrange on-the-job training programs.
5. Develop programs to meet your <u>future</u> employment needs.

New Programs

Many State VR agencies are working to correct the problem of shortage of qualified workers. These efforts include:

1. Development of central job banks or job clearinghouses. This will allow clients to be referred from across the state, nearby states and other agencies.
2. Training of specialists - occupational, placement or employment experts to identify employer needs and develop programs to address those needs.

WHAT IS "REASONABLE" ACCOMMODATION?

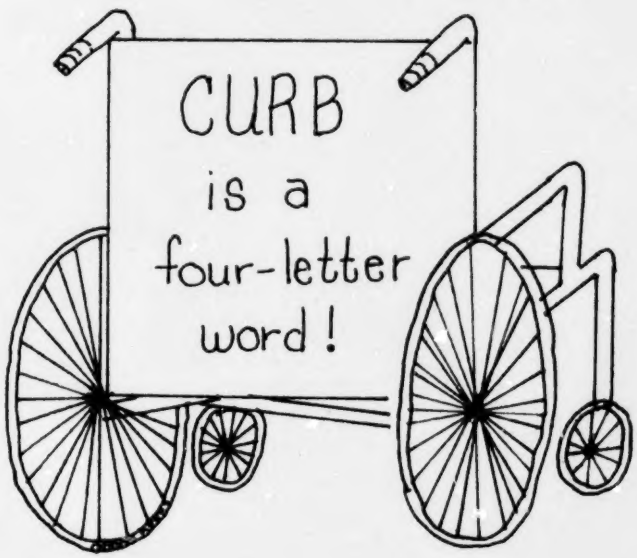
Employers are asking, "What modifications must I undertake and how much will they cost?"

State VR Can:

1. Provide consultation aimed at identification and removal of architectural barriers, suggest helpful hints to less expensive barrier removal which achieves maximum utilization and safety for all workers.
2. Analyze jobs and suggest modified duties, worksite changes, and adaptive equipment to assist the employer in acquiring maximum worker productivity.
3. Refer additional experts who can address your special accommodation problems.

New Programs

1. Throughout the country VR agencies are conducting employer seminars aimed at identifying problems and providing inexpensive remedies.
2. Sponsoring a "Handicapped Awareness Day" which highlights specific handicapping conditions and dramatically demonstrates what is necessary to accommodate those conditions.



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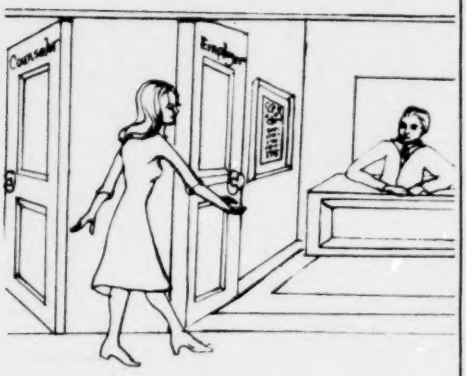


INTERVIEWING: WHAT DO I NEED TO KNOW?

VR realizes corporate personnel interviewers are well versed in basic interviewing procedures. However, many interviewers would appreciate assistance with interviewing techniques for a diversity of handicapping conditions.

In a large nation-wide corporation with an outstanding record of employment of the handicapped, an interviewer told a handicapped applicant that the company did not hire epileptics. On such statements discrimination complaints are based.

Management directives to the contrary, some interviewers tend to focus upon the handicap, rather than attempt to discover the abilities of the applicant.

State VR Can:

1. Suggest effective techniques for interviewing individuals with specific disabilities.
2. Provide attitudinally oriented training toward understanding and interviewing the handicapped job applicant.
3. Provide information on specific disabilities or referral to local organizations familiar with specific disabilities, as required.
4. If the employer wishes, accompany a client to assist with the interview and/or fill out applications or forms.
5. Preview job requirements and environmental characteristics of the job prior to interview to determine if applicant has necessary qualifications.

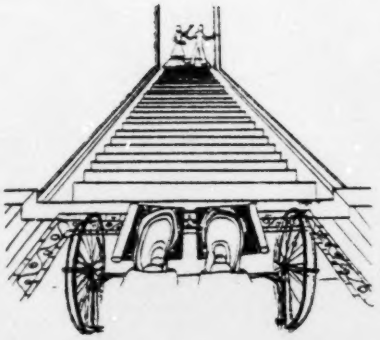
New Programs

1. The Pennsylvania Bureau of Vocational Rehabilitation has developed a three day seminar for personnel interviewers at the Pennsylvania Rehabilitation Center in Johnstown. The seminar is repeated every month and deals with techniques for interviews with severely handicapped individuals. Presentations cover creation of positive attitudes and clear, how-to instruction regarding intricacies of interviewing applicants with such disabilities as blindness, deafness, mental retardation, etc. For further information contact:

   The Pennsylvania Bureau of Vocational Rehabilitation, Labor and Industry Building, 7th and Forster Streets, Harrisburgh, PA 17120.

2. Michigan VR has instituted a full service program for employers utilizing the "account system". In this system a counselor is assigned to work in close liaison with a specific company - one counselor to one company. Michigan counselors work closely with employers:

   conducting awareness sessions and training; in successful interviewing techniques; scoping out available job requirements and work environments to assist



employers with creating definitive job descriptions and finding qualified workers; assisting with the interview process; providing follow-up after placement and acting as a continual resource for assistance with problem areas.

HOW DO I CREATE AWARENESS AT ALL LEVELS?

"Supervisors need more training - they're the problem."
Major corporate EEO officer

"Top management needs more awareness - we're pretty well informed at our level."
Plant supervisor

In order to avoid the problem of stereotyped thinking and to create positive attitudes:

State VR Can:

Develop specific training programs for your company. Such programs may include an exercise which gives participants: an idea of what it is like to be handicapped incorporating various aspects of specific disabling conditions; a chance to role play typical on-the-job situations; an exposure to films, tapes and written materials to create a more positive approach.

New Programs

1. The Texas Rehabilitation Commission, with assistance from the Rehabilitation Services Administration, has developed training programs to help companies to employ handicapped individuals. Three programs are available which benefit top managers, personnel specialists and supervisors. The program packages include slide/tape materials, instructor's manuals and participant handbooks. Each State VR agency has a copy of these materials. Texas Rehab. Commission: 7745 Chevy Chase Drive, Austin, TX 78752.

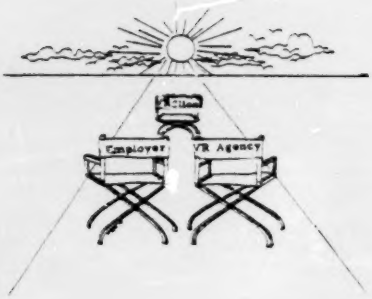
2. Two outstanding films have been produced for awareness training purposes. Both show successful programs in hiring and accommodating individuals with varying handicapping conditions.

   "Come Work With Us" - produced and developed by the West Virginia Research and Training Institute, 1223 Myers Avenue, Dunbar, W. Virginia 25064.

   "Everyday Champions" - produced and developed by Michigan Bell Telephone Company, 444 Michigan Ave., Detroit, MI 48226.

AFTER HIRING, WHAT DOES THE FUTURE HOLD?

Promotions, Transfers, Work Adjustments and Lay-offs



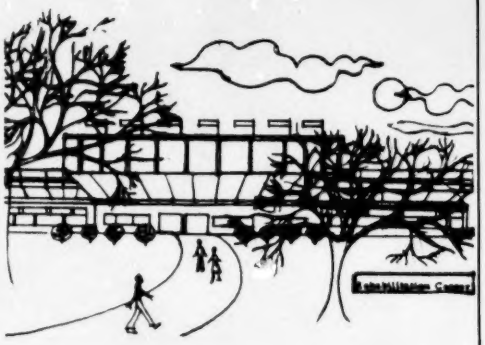
You may need help with a variety of personnel matters after the handicapped worker has been hired. VR can:

1. Assist in work adjustment - if a client is fully qualified for the job, but does not appear to be working at maximum effectiveness, a counselor can:
   a. visit your site and evaluate the worker.
   b. suggest more efficient work habits or methods of performing specific duties.
   c. suggest and assist in procuring adaptive devices can increase functional ability and shorten time required to perform a specific task.
2. Work jointly with the client and supervisor to facilitate transfers and layoffs.
3. If the client is not meeting established standards of performance, the counselor will:
   a. assist in counseling regarding the release of the disabled employee.
   b. discuss returning the client to VR for further rehabilitation services.
   c. (if the employer so desires) design a VR training program which can prepare the client for a different position within the same corporation.
   d. aid the client in placement efforts elsewhere in the community.

HELPFUL HINTS

The following helpful hints and general suggestions are offered to assist you toward effective utilization of State VR services and implementation of your Affirmative Action Program . . .

1. The handicapped worker can be a very important resource in making accommodations, suggesting good employment techniques, and educating supervisors and co-workers. Before making expensive accommodations, consult the worker. Chances are his suggestions will be much less expensive and more practical. Accommodations made for handicapped workers have often proven to be a benefit to "able bodied" workers as well.
2. Meetings with VR agencies are a part of your good faith efforts under affirmative action, and you may wish to document them.



3. Ask VR about examples of successful working relationships with other employers with whom they have worked closely. You may discover some programs and services not previously discussed.

4. Tour a local rehabilitation facility to get a better idea of the parts of a total rehabilitation program. Through a visit you can better understand the intensive preparation given to VR clients and be more aware of skills of all handicapped workers. The emphasis on medical and vocational rehabilitation training. To locate the nearest rehabilitation facility, contact the VR office. Any counselor should be able to direct you.

5. In some cases, VR can be helpful with problems of Worker's Compensation Rehabilitation. VR evaluates recipients and suggests training programs designed to return the worker to gainful employment.

6. The VR counselor can be valuable in making referrals of certain veterans to the Veterans Administration for training programs. The counselor may be able to suggest or identify specific VA programs of which the veteran or the employer may not be aware; i.e., OJT, specific rehabilitation programs, prosthetic equipment, or other accommodations the Veterans Administration may be able to provide.

7. Contact your state Governor's Committee and your local Committee on Employment of the Handicapped. They work closely with State VR to bring companies together for information exchange.

WHAT ARE EMPLOYERS ASKING?

question:
answer:

The issues discussed below were raised by corporate EEO officials from across the country during group discussions. Responses to the questions came from a variety of experts: Department of Labor, OFCCP; State and private VR professionals; labor unions; attorneys; corporate medical directors, and many others.

1. How does the Department of Labor, OFCCP, approach compliance?

   a. Each complaint is handled on an individual basis, except where systemic discrimination is indicated. In such an instance, the system would be given further scrutiny. (Note: Investigations into systemic discrimination triggered an extensive, directed Compliance Review thrust now underway.)

   b. The burden is on the contractor... document your actions.

   c. Remember the word QUALIFIED. You employ

workers because they are the most qualified... not because they are handicapped.

q. 2. What are some of the things the Department of Labor-OFCCP would be looking for in a complaint investigation?

a.
   a. Architectural accessibility to main entrance and personnel office.
   b. Process of recruiting handicapped employees and results achieved.
   c. Discrimination in job applications, medical exams and medical history questionnaires.
   d. CURRENT poster on affirmative action.
   e. Process of hiring, promoting, transferring and firing, as well as accommodations for handicapped workers.
   f. Affirmative Action clause in subcontracts and purchase orders.
   g. Notification to union representatives of the company's Affirmative Action Program as a contractor obligated under Section 503 of the Rehabilitation Act of 1973.
   h. Training and selection of personnel staff members regarding Section 503 of the Rehabilitation Act.
   i. Management and supervisor awareness of Section 503.
   j. Resources and support given to the Affirmative Action Officer in implementation of Section 503 mandates.

q. 3. How should my company handle the differences between state laws and Federal regulations?

a. In most instances, Federal regulations supercede state. If state regulations include all the standards set forth in the Federal law and are more restrictive upon the inhabitants of that state's jurisdiction, then employers would be obligated to conform to state laws.

q. 4. If I have one vacancy and five people applying for it, including a veteran and a handicapped person... both end up qualified for the job... who should get it?

a. Hire the best qualified candidate. However, be prepared to justify your selection.

q. 5. We'd like to hire the handicapped, but our Medical Department won't let us.

a. Remember, the role of the physician is that of ADVISOR on medical facts. The final decision to hire or not to hire is a management decision. The physician may be consulted in deciding what reasonable

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accommodations need be made. All information obtained from the medical examination should be kept strictly confidential and recommendations should be in FUNCTIONAL TERMS.

q. 6. Can you ask a person directly about his handicapping condition?

a. As with all applicants, keep your questions job related. They should relate to the ABILITY to do the job. If the applicant should volunteer information about a handicapping condition, keep the information confidential.

You can't ask an applicant "Are you blind?"
You CAN ask, "Can you drive a truck?" (assuming that is part of the requirement for the position.)

q. 7. What kinds of information would one need to know when interviewing handicapped applicants?

a. Employers should ask each individual what qualification they have for the position and what they can offer the company. Vocational rehabilitation counselors can supply interviewers with pertinent information regarding their clients: background, experience, functional characteristics, accommodations, etc. A VR office could also assist with instructions on interviewing techniques.

q. 8. Our local union rules prevent us from hiring handicapped people. The union says any applicant must be able to perform a specific number of functions related to jobs beyond entry-level. Handicapped applicants usually can't do all the functions required. In addition, union seniority rules preclude putting a handicapped individual in a position above entry level.

a. First, meet with your union representatives and explain you are obligated under Section 503. Discuss your affirmative action plan and policies. If discussion with union representatives does not bring resolution of the problem, call your local Department of Labor, OFCCP Office, and ask them to join in the meetings. The intent of the Department of Labor is to assist contractors in their desire to implement the Regulation.

q. 9. As a Section 503 obligated employer, must I hire alcoholics and drug abusers?

a. The Attorney General of the United States has ruled alcoholics and drug abusers are covered under 503. However, please keep in mind the emphasis is on the

word QUALIFIED. An alcoholic need not be hired if the condition prevents effective job performance or if s/he is unduly disruptive. Unrealistic accommodations are not required and reasonable rules of conduct may be demanded. VR counselors would not refer someone who was not qualified.

q. 10. If a company knowingly hired a rehabilitated alcoholic who is found drunk on the job and admits to the recurrance of a drinking problem, is the company responsible?

a. The company should refer the person to an alcoholic treatment program or professionals in the field of alcoholism. If the person is no longer able to adequately perform job duties there may be an underlying problem causing this type of response. You do not have to keep an alcoholic on your payroll if the individual cannot function on the job.

q. 11. What communication is there between Employment Security Offices and the Vocational Rehabilitation Agencies?

a. It varies from state to state, although a cooperative effort is mandated. VR agencies are also in contact with many private and public agencies.

q. 12. How do I contact the State VR agency in a particular state?

a. Every state has a VR office. See Appendix C for a listing of each state office, address and telephone number. Call your state office, or check your telephone directory for the office nearest you. The Rehabilitation Services Administration also has regional offices in each of the ten Department of Health, Education and Welfare regions. For locations and addresses, see Appendix D.

IN SUMMATION .....

Each individual is unique
Each employer has different needs.
Each VR agency has it's own approach to Affirmative Action.

VR agencies are working to meet the individual needs of both client and employer. They are striving to refine, expand and develop innovative programs to assist your efforts to most effectively utilize the skills of qualified handicapped workers. BUT.....

THEY NEED YOUR HELP!

In order to:

- refer the most qualified candidates
- assist your recruiting, hiring and placement efforts
- prepare for your future needs

VR is asking what YOU need.

Cooperation and communication are the key.

The economic gain from rehabilitation and employment of handicapped individuals benefits ALL Americans:

EMPLOYERS:	Profit from well-trained workers producing at maximum effectiveness.
VR:	Achieves optimum utilization of tax monies through successful rehabilitation programs.
HANDICAPPED WORKERS:	Return to the economy many times the tax monies spent for rehabilitation.

VR HAS THE RESOURCES AND THE WORKERS.

YOU HAVE THE JOBS.

APPENDIX A

Tax Considerations in Employment of Handicapped Individuals

For three years, beginning January 1, 1977, a tax deduction of up to $25,000 annually will be allowed for the removal of architectural barriers.

The Tax Reform Act of 1976 (Public Law 94-455) under Section 2122 amends the tax law of the United States to allow tax payers to treat expenses incurred within the year for the purpose of making buildings more accessible and usable by handicapped individuals as "expenses which are not chargeable to capital account."

The tax amendment applies to transportation as well as barrier removal for both elderly people and handicapped individuals.

APPENDIX B

Tax Credit For Employers of Individuals With Handicaps

The Tax Reduction and Simplification Act, signed May 23, 1977, contains a new incentive to the business community to hire handicapped individuals.

Public Law 95-30 will allow employers to take an extra tax credit when they hire new handicapped employees who have been referred from state vocational rehabilitation agencies.

The law allows a standard tax credit for 1977 and 1978 of 50 percent of the first $4,200 of wages paid to each new employee, with a limitation of $100,000 per year.

With the hiring of new handicapped employees, an additional 10 percent of the first $4,200 of annual wages may be taken. The new employee must have a mental or physical disability which results in a substantial handicap to employment and must be referred to the employer while receiving vocational rehabilitation or upon completion of rehabilitation services.

This additional credit may be taken during a one-year period only, beginning with the employee's first paycheck after December 31, 1976.

For further details, see Section 51 of the Internal Revenue Code.

APPENDIX C

VOCATIONAL REHABILITATION AGENCIES
(GENERAL)

ALABAMA

Vocational Rehabilitation
2129 E. South Boulevard
Montgomery, Alabama 36111
(205) 281-8780

ALASKA

Office of Voc. Rehabilitation
Pouch F, Mail Station 0581
Juneau, Alaska 99811
(907) 586-6500

ARIZONA

Rehabilitation Services Bureau
Dept. of Economic Security
1400 W. Washington Street
Phoenix, Arizona 85007
(602) 271-3332

ARKANSAS

Dept. of Social & Rehab. Serv.
1801 Rebsamen Park Road
P. O. Box 3781
Little Rock, Arkansas 72203
(501) 371-2571

CALIFORNIA

Dept. of Rehabilitation
830 K Street Mall
Sacramento, CA 95814
(916) 445-3971

COLORADO

Division of Rehabilitation
Dept. of Social Services
1575 Sherman St.
Denver, CO 80203
(303) 892-2285

CONNECTICUT

State Dept. of Education
Div. of Voc. Rehabilitation
600 Asylum Avenue
Hartford, CT 06105
(203) 566-7329

DELAWARE

Dept. of Labor
Div. of Voc. Rehabilitation
1500 Shallcross Ave.
P. O. Box 1190
Wilmington, Delaware 19899
(302) 571-2860

DISTRICT OF COL.

Social and Rehab. Adm.
Dept. of Human Resources
122 C Street, N. W., 8th Floor
Washington, DC 20001
(202) 629-5896

FLORIDA

Office of Voc. Rehab.
Dept. of Health & Rehab. Serv.
1323 Winewood Blvd.
Tallahassee, Florida 32301
(904) 488-6210

GEORGIA

Dept. of Human Resources
Div. of Voc. Rehab.
47 Trinity Avenue
Atlanta, Georgia 30334
(404) 656-2621

GUAM

Dept. of Voc. Rehab.
P. O. Box 10-C
Agana, Guam 96910
472-8806

HAWAII

Div. of Voc. Rehab.
Dept. of Social Serv. & Housing
Rm. 216, Queen Liliuokalani Building
P. O. Box 339 (808) 868-6367
Honolulu, Hawaii 96809

IDAHO

State of Idaho
Div. of Voc. Rehab.
1501 McKinney
Boise, Idaho 83704
(208) 384-3390

ILLINOIS

Div. of Voc. Rehab.
623 East Adams Street
P. O. Box 1587
Springfield, IL 62706
(217) 782-2093

INDIANA

Indiana Rehab. Services
1028 Illinois Bldg.
17 W. Market Street
Indianapolis, IN 46204
(317) 633-5687

IOWA

State of Iowa
Dept. of Public Instruction
Rehab. Education & Serv. Branch
507 10th Street - Fifth Floor
Des Moines, Iowa 50309
(515) 281-4311

KANSAS

Div. of Voc. Rehab.
Dept. of Social & Rehab. Services
5th Floor, State Office Bldg.
Topeka, Kansas 66612
(913) 296-3911

KENTUCKY

Bureau of Rehab. Serv.
Capital Plaza Office Tower
Frankfort, KY 40601
(502) 564-4440

LOUISIANA

Div. of Voc. Rehab.
State of Louisiana
Dept. of Health and Human Services
Office of Rehab. Services
1755 Florida Boulevard
P. O. Box 44371
Baton Rouge, Louisiana 70804
(504) 389-2876

MAINE

Bureau of Rehabilitation
32 Winthrop Street
Augusta, ME 04330
(207) 289-2266

MARYLAND

Div. of Voc. Rehab.
Box 8717, Baltimore-Wash.
International Airport
Baltimore, MD 21240
(301) 796-8300

MASSACHUSETTS

Rehabilitation Com.
296 Boylston Street
Boston, MA 02116
(617) 727-2172

MICHIGAN

State of Michigan
Dept. of Education
Voc. Rehab. Service
P. O. Box 30010
Lansing, MI 48909
(517) 373-3390

MINNESOTA

Div. of Voc. Rehab.
Dept. of Economic Security
Adm. Office - 8th Floor
Capitol Square Bldg.
550 Cedar Street
St. Paul, MN 55101
(612) 296-5619

MISSISSIPPI

Voc. Rehab. Division
550 High Street
Walter Sillers Bldg.
P. O. Box 1698
Jackson, Miss. 39205
(601) 354-6825

MISSOURI

State of Missouri
Dept. of Elementary and
Secondary Education
Div. of Voc. Rehab.
3523 North Ten Mile Dr.
Jefferson City, MO 65101
(314) 751-3251

MONTANA

State of Montana
Social & Rehab. Services
Rehab. Services Div.
P. O. Box 4210
Helena, MT 59601
(406) 449-2590

NEBRASKA

Dept. of Education
Div. of Rehab. Services
301 Centennial Mall, 6th Fl.
Lincoln, Nebraska 68508
(402) 471-2961

NEVADA

Dept. of Human Resources
Rehab. Division
Kinkead Building, 5th Floor
505 E. King Street
Carson City, Nevada 89701
(702) 885-4440

NEW HAMPSHIRE

State Dept. of Education
Div. of Voc. Rehab.
105 Loudon Rd., Bldg. No. 3
Concord, NH 03301
(603) 271-3121

NEW JERSEY

Div. of Voc. Rehab. Serv.
Labor and Industry Bldg.
Room 1005, John Fitch Plaza
Trenton, NJ 08625
(609) 292-5987

NEW MEXICO

Vocational Rehabilitation
Dept. of Education
231 Washington Avenue
P. O. Box 1830
Santa Fe, New Mexico 87503
(505) 827-2266

NEW YORK

The University of the State
of New York
The State Education Dept.
Office of Voc. Rehab.
99 Washington Avenue
Albany, NY 12230
(518) 474-3941

NORTH CAROLINA

Div. of Voc. Rehab. Ser.
Dept. of Human Resources
State Office
620 N. West St., Box 26053
Raleigh, North Carolina 27611
(919) 829-3364

NORTH DAKOTA

Div. of Voc. Rehabilitation
1025 N. 3rd Street, Box 1037
Bismarck, North Dakota 58501
(701) 224-2907

OHIO

Rehabilitation Serv. Commission
4656 Heaton Road
Columbus, Ohio 43229
(614) 466-5157

OKLAHOMA

Dept. of Institutions, Rehab. Serv.
Social & Rehab. Services
Div. of Rehab. and Visual Serv.
P. O. Box 25352
Oklahoma City, Oklahoma 73125
(405) 521-3374

OREGON

Voc. Rehab. Div.
Dept. of Human Resources
2045 Silverton Road, N. E.
Salem, Oregon 97310
(503) 378-3850

PENNSYLVANIA

Bureau of Voc. Rehab.
Labor and Industry Bldg.
7th and Forster Streets
Harrisburg, PA 17120
(717) 787-5244

PUERTO RICO

Dept. of Social Services
P. O. Box 1118
Hato Rey, Puerto Rico 00919
(809) 725-1792

RHODE ISLAND

Vocational Rehabilitation
40 Fountain Street
Providence, RI 02903
(401) 421-7005

SOUTH CAROLINA

Voc. Rehabilitation Dept.
3600 Forest Drive
P. O. Box 4945
Columbia, South Carolina 29240
(803) 758-3237

SOUTH DAKOTA

Dept. of Voc. Rehab.
Div. of Rehab. Services
State Office Bldg.
Illinois Street
Pierre, South Dakota 57501
(605) 224-3195

TENNESSEE

Div. of Vocational Rehab.
Suite 1400 - 1808 W. End Bldg.
Nashville, TN 37203
(615) 741-2521

TEXAS

Texas Rehabilitation Com.
7745 Chevy Chase Drive
Austin, TX 78752
(512) 447-0100

UTAH

Division of Rehab. Services
250 East Fifth South
Salt Lake City, Utah 84111
(801) 533-5991

VERMONT

Central Office
81 River Street
Montpelier, VT 05602
(802) 828-3455

VIRGINIA

Dept. of Voc. Rehab.
Rms. 314 & 117, Commonwealth Bldg.
4615 West Broad Street
P. O. Box 11045
Richmond, VA 23230
(804) 770-2091

VIRGIN ISLANDS

Dept. of Social Welfare
Div. of Voc. Rehab.
P. O. Box 539
St. Thomas, Virgin Islands 00801

WASHINGTON

State Office
Div. of Voc. Rehab.
Dept. of Social and Health Serv.
P. O. Box 1788 (Mail Stop 311)
Olympia, Washington 98504
(206) 753-2544

WEST VIRGINIA

Div. of Voc. Rehab.
P & G Bldg., Washington Street
Charleston, W. VA 25305
(304) 348-2375

WISCONSIN

1 West Wilson St., Rm. 720
Madison, WI 53702
(608) 266-1683

WYOMING

Div. of Voc. Rehab.
Hathaway Bldg., West
Cheyenne, Wyoming 82002
(307) 777-7387

TRUST TERRITORY

Trust Territory of the Pacific Islands
Saintan, Mariana Island 96550
9422

AMERICAN SAMOA

Pago Pago, American Samoa 96799
633-0116

VOCATIONAL REHABILITATION AGENCIES FOR THE BLIND

CONNECTICUT

Board of Ed. & Serv. for the Blind
170 Ridge Road
Wethersfield, CT 06109
(203) 249-8525

DELAWARE

Delaware Bureau for the Visually Impaired
Dept. of Health & Social Services
305 W. Eight Street
Wilmington, Delaware 19801
(302) 571-3333

FLORIDA

Office of Blind Serv.
Dept. of Education
2571 Exec. Ctr. Circle, E.
Howard Bldg.
Tallahassee, Florida 32301
(904) 488-1330

IDAHO

Idaho Com. for the Blind
Statehouse
Boise, Idaho 83720
(208) 384-3220

IOWA

Com. for the Blind
Fourth and Keosauqua
Des Moines, Iowa 50309
(515) 283-2601

KANSAS

Services for the Blind & Visually Handicapped
State Dept. of Social & Rehab. Services
Biddle Bldg., 2700 West 6th St.
Topeka, Kansas 66606
(913) 296-4454

KENTUCKY

Bureau for the Blind
State Office Bldg. Annex
High Street
Frankfort, KY 40601
(502) 564-4754

LOUISIANA

Dept. of Health & Human Resources
Office of Rehab. Serv.
Blind Services Program.
1755 Florida Street
Baton Rouge, Louisiana 70802
(504) 389-6261

MASSACHUSETTS

Mass. Com. for the Blind
110 Tremont Street - 6th Fl.
Boston, MA 02108
(617) 727-5550

MICHIGAN

Dept. of Social Services
Office of Serv. for the Blind
300 S. Capitol Avenue
Lansing, Michigan 48926
(517) 373-2062

MINNESOTA

State Serv. for the Blind and Visually Handicapped
1745 University Ave, 1st Fl.
St. Paul, MN 55104
(612) 296-6034

MISSISSIPPI

Vocational Rehabilitation for the Blind
P. O. Box 4872
Jackson, MI 39216
(601) 354-6412

MISSOURI

Dept. of Social Services
Div. of Family Services
Broadway State Office Bldg.
Jefferson City, MO 65101
(314) 751-4249

MONTANA

Visual Services Division
Dept. of Social & Rehab. Ser.
P. O. Box 1723
Helena, MT 59601
(406) 449-3434

NEBRASKA

Services for the Visually Impaired
1047 South Street
Lincoln, Nebraska 68502
(402) 471-2891

NEW JERSEY

Com. for the Blind & Vis. Impaired
1100 Raymond Blvd.
Newark, NJ 07102
(201) 648-2324

NEW YORK

State Dept. of Social Serv.
Com. for the Visually Handi.
Ten Eyck Office Bldg.
40 North Pearl Street
Albany, NY 12203
(518) 474-6739

NORTH CAROLINA

Div. of Services for the Blind
N. C. Dept. of Human Resources
410 N. Boylan Avenue
P. O. Box 2658
Raleigh, NC 27602
(919) 829-4231

OREGON

Com. for the Blind
535 S. E. 12th Avenue
Portland, Oregon 97214
(503) 238-8375

PENNSYLVANIA

Commonwealth of PA
Dept. of Public Welfare
Bureau for the Vis. Handi.
P. O. Box 2675
Harrisburg, PA 17120
(717) 787-6176

RHODE ISLAND

Dept. of Social & Rehab. Serv.
Services for the Blind & Vis. Impaired
46 Aborn Street
Providence, RI 02903
(401) 277-2300

SOUTH CAROLINA

Commission for the Blind
P. O. Box 11638, Capitol Station
Columbia, South Carolina 29211
(803) 758-2595

TENNESSEE

Services for the Blind
Dept. of Human Services
303-304 State Office Building
Nashville, TN 37219
(615) 741-3163

TEXAS

State Commission for the Blind
314 W. 11th Street, P. O. #12866
Austin, TX 78711
(512) 475-6810

UTAH

Services for the Blind & Vis. Handicapped
309 East First South
Salt Lake City, Utah 84111
(801) 533-9393

VERMONT

Div. for the Blind & Vis. Handi.
Dept. of Social & Rehab. Serv.
81 River Street
Montpelier, VT 05602
(802) 828-3405

VIRGINIA

Virginia Com. for the Vis. Handi.
3003 Parkwood Avenue
Richmond, VA 23221
(804) 786-2181

WASHINGTON

Office of Services for the Blind
Dept. of Social & Health Services
3411 South Alaska Street
Seattle, Washington 98118
(206) 464-6690

APPENDIX D

REGIONAL OFFICE DIRECTORY

DIRECTORS, OFFICE OF REHABILITATION SERVICES

REGION I - Department of Health, Education, & Welfare
John F. Kennedy Federal Building
Government Center
Boston, MA 02203 (617) 223-6820

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Office Hours: 8:30 - 5:00
Wash. EDST: 8:30 - 5:00

REGION II - Department of Health, Education, & Welfare
26 Federal Plaza, Room 4106
New York, NY 10007 (212) 264-4016

New Jersey, New York, Puerto Rico, and Virgin Islands

Office Hours: 8:30 - 5:00
Wash. EDST: 8:30 - 5:00

REGION III - Department of Health, Education, & Welfare
3535 Market Street - P. O. Box 13716
Philadelphia, PA 19101 (215) 596-1327

Delaware, Maryland, Pennsylvania, Virginia, West Virginia and Washington, DC

Office Hours: 8:45 - 5:15
Wash. EDST: 8:45 - 5:15

REGION IV - Department of Health, Education and Welfare
101 Marietta Street, N. W. - Suite 903
Atlanta, GA 30323 (404) 221-2352

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee

Office Hours: 8:00 - 4:30
Wash. EDST: 8:00 - 4:30

REGION V - Department of Health, Education, & Welfare
300 South Wacker Drive - 30th Floor
Chicago, IL 60606 (312) 886-5372

Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

Office Hours: 8:15 - 4:45
Wash. EDST: 9:15 - 5:45

REGION VI - Department of Health, Education, & Welfare
Fidelity Union Life Building, Room 340
1511 Bryan Street
Dallas, TX 75201 (214) 749-2445

Arkansas, Louisiana, New Mexico, Oklahoma, and Texas

Office Hours: 8:15 - 4:45
Wash. EDST: 9:15 - 5:45

REGION VII - Department of Health, Education, & Welfare
601 East 12th Street
Kansas City, MO 64106 (816) 374-2381

Iowa, Kansas, Missouri, and Nebraska

Office Hours: 8:00 - 4:45
Wash. EDST: 9:00 - 5:45

REGION VIII - Department of Health, Education, & Welfare
Federal Office Building, Room 7415
19th and Stout Streets
Denver, CO 80202 (303) 837-2135

Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming

Office Hours: 8:00 - 4:30
Wash. EDST: 10:00 - 6:30

REGION IX - Department of Health, Education & Welfare
Federal Office Building
50 United Nations Plaza
San Francisco, CA 94102 (415) 556-7333

Arizona, California, Hawaii, Nevada, Guam, Trust Territory of Pacific Island, and American Samoa

Office Hours: 8:00 - 4:30
Wash. EDST: 11:00 - 7:30

REGION X - Department of Health, Education, & Welfare
Arcade Building - 1321 Second Avenue (MS 622)
Seattle, WA 98101 (206) 442-5331

Alaska, Idaho, Oregon, and Washington

Office Hours: 8:00 - 4:30
Wash. EDST: 11:00 - 7:30

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